



2009-380C

Judith A. Riley, J.D.

12316 Hidden Forest Blvd.
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July 20, 2018

VIA Email to CLECreport@psc.sc.gov

Public Service Commission of South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210
(803) 896-5125
CLECreport@psc.sc.gov

RE: Service Quality Report – 2nd Quarter 2018 (ending June 30, 2018)

Dear Commission, with copy to Office of Regulatory Staff,

This filing contains the 2nd quarter 2018 SCPSC Quarterly Service Quality Report for Velocity The Greatest Phone Company Ever, Inc. If you need any additional information, please contact me at (405) 755-8177 ext. 103, or by email at mdean@telecompliance.net.

Sincerely,

/s/ Matt W. Dean

Matt W. Dean
Regulatory Agent

Cc: Jim McDaniel; Office of Regulatory Staff; jmcdanie@regstaff.sc.gov

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JUL 24 2018
PSC SC
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SCPC CLÈC - QUARTERLY SERVICE REPORT

SOUTH CAROLINA OPERATIONS
2nd Quarter Results
Apr, May, Jun 2018

COMPANY NAME VELOCITY THE GREATEST PHONE COMPANY EVER, INC.

QUARTER/YEAR 2nd Quarter / 2018

| Month: | <u>April</u> | <u>May</u> | <u>June</u> |
|--|--------------|--------------|--------------|
| Number of customer Access Lines | <u>144</u> | <u>150</u> | <u>154</u> |
| Trouble Report / Access Line (%) | <u>0.00%</u> | <u>0.00%</u> | <u>0.00%</u> |
| Customer Out of Service Clearing Times (%) | <u>0%</u> | <u>0%</u> | <u>0%</u> |
| New Installs Completed within 5 Days (%) | <u>0%</u> | <u>0%</u> | <u>0%</u> |
| Commitment Fulfilled (%) | <u>100%</u> | <u>100%</u> | <u>100%</u> |

Comments / Explanations _____

Person Making Report / Contact Information Mike Steedman, 419.491.0809, compliance@velocity.org